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ABSTRACT

Prepared as a planning guide, this document presents goals, objectives, and proposed activities to improve library services in the state of Washington. The long range plan for 1989-1993 is designed to serve as a framework for the annual programs during the 5-year period which are supported, fully or partially, with Library Services and Construction Act (LSCA) funds. In the event that state funds are also involved in a particular program, the plan addresses the total program, not just the portion funded with federal dollars. (These programs are delivered through Washington State Library's Public Services Division and through a contract with the Seattle Public Library for the Blind and Physically Handicapped.) Under Title I of the LSCA, the plan covers public library services for areas without services, areas with inadequate services, major urban resources libraries, the disadvantaged, literacy programs, persons with limited English-speaking proficiency, the elderly, the handicapped, the blind and physically handicapped, and the institutionalized. These funds can also be used to improve the ability of local public library personnel to access information from external resources. Title II supports the construction of adequate public library facilities. Statewide resource sharing and multitype library cooperation are supported by Title III. The Washington State Library mission statement, which is also included, outlines the goals for activities funded under Titles I, II, and III of the LSCA. (SD)

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INTRODUCTION

Purpose of the Long Range Plan

This document has been prepared by the Washington State Library as required by the Library Services and Construction Act, P.L. 98-480 as amended. The Long Range Plan has been prepared to meet the intent and purpose of the Act as stated in Section 2(a).

> "It is the purpose of this Act to assist the States in the extension and improvement of public library services to areas and populations of the States which are without such services or to which such services are inadequate and to assist Indian Tribes in planning and developing library services to meet their needs. It is further the purpose of this Act to assist with (1) public library construction and renovation; (2) improving State and local public library services for older Americans, and for handicapped, institutionalized, and other disadvantaged individuals; (3) strengthening State Library administrative agencies; (4) promoting interlibrary cooperation and resource sharing among all types of libraries; (5) strengthening major urban resource libraries; and (6) increasing the capacity of libraries to keep up with rapidly changing information technology."

It is the purpose of this document to serve as a planning guide stating goals, objectives and possible activities designed for the improvement of library services. The Long Range Plan provides a framework for the Annual Programs for FY89 through FY93. Equally important, the Long Range Plan is a vehicle for informing the library community as to the intent and direction of library development for the next five years, as provided for and funded by LSCA.

Scope of the Plan

LSCA funds are administered by the Washington State Library and used to support a variety of library programs. This LSCA long range plan addresses the programs and activities supported, fully or partially, with LSCA funds. In the event that state funds are also involved in a particular program, the plan addresses the total program, not just the portion of the program funded with federal dollars. These programs are delivered via WSL's Public Services Division and through a contract with the Seattle Public Library for the Washington Library for the Blind and Physically Handicapped.

The Long Range Plan Process

The Washington State Library embarked on its course of preparing a new long range plan in the fall of 1986. The Washington State Advisory Council on Libraries (WSACL) was involved throughout, contributing to content and procedure. The first step was a review and analysis of the needs of the Washington library community. Relying on several documents and studies that had been completed within the last few years, WSACL constructed an outline of concerns to be addressed.

The Library Planning and Development Division (LPDD) of the State Library has the responsibility for the planning and administration of the LSCA program. LPDD staff has coordinated the development of this document. Using the named audiences and activities from the federal legislation as the document framework, initial drafts started to take shape in early 1987. Working with WSACL and individuals from other State Library divisions, issues, concerns and determinations have been codified into a specific tool for the next five years.

Responses to early drafts helped to shape the preliminary draft for presentation at a Public Hearing. The Public Hearing Draft of the Long Range Plan was distributed to the entire library community prior to the public hearing on April 13, 1988. Written and oral responses to the public hearing draft were considered as staff and Advisory Committee developed the final draft which was submitted to the Washington State Library Commission at their June 1988 meeting. The Long Range Plan which follows was approved by the Washington State Advisory Council on Libraries on May 13, 1988 and by the Washington State Library Commission on June 9, 1988.

The Washington State Library developed this Plan in consultation with the U. S. Department of Education.

Dissemination

All LSCA documents are published and distributed according to LSCA guidelines and regulations.

WSACL reviews the long range plans and annual programs before submission to the Washington State Library Commission. The Commission approves the application documents before submission to the U.S. Department of Education. Public review is performed through the Washington Intergovernmental Review Process. Copies of the long range plans and annual programs are available upon request.

Results of all projects are made available upon request. Information on selected projects are be made available through the WSL News and other library publications.

The Long Range Plan and the FY89 Annual Program will be combined into a single document and distributed to the Washington library community.

Washington State Library -
Library Planning and Development Division

Many of the programs and projects presented in this Plan fall under the direction and implementation of the Washington State Library's Library Planning and Development Division (LPDD). The activities of LPDD can be grouped into five areas: Communications, Consulting, Continuing Education, Granting, and Special Projects. A detailed explanation of each activity follows. These definitions should be applied wherever any or all of these five activities are identified in the Plan. (A brief definition page is included as Appendix A.)

Communications:

Through agency publications, the Library Planning and Development Division provides a forum and a clearinghouse for the collection, coordination, interpretation and communication of information, including statistics, on statewide, regional and national library planning and development issues.

Regular publications of the agency emanating from LPDD include WSL News, WSL Bulletin, Washington Libraries: Directory of Libraries, Horizons, and EJIC Newsletter. Special publications, such as the Public Library Trustees Handbook, Bridges: A Study and Long-Range Plan on Continuing Education in Washington, and Laws and Libraries in Washington State, are also considered to be a part of Communication Services.

LPDD is also responsible for the collection, compilation and publication of public library statistics in Washington Libraries: Public Library Statistics. Washington is one of 17 states participating in a national program of data collection on public library funding and performance. The national statistics are being compiled by the national Center for Educational Statistics. Participation in this program has significantly changed the data being collected and dramatically changed the types of comparative information now available to Washington's public library community.

Consulting:

Consulting Services are provided statewide by the Library Planning and Development Division to local agencies, librarians, library trustees, government officials and others on the establishment, operation and improvement of libraries. LPDD consultants provide information and guidance by phone, site visits and correspondence on questions in all areas of library science, including policy, procedure, law, equipment, materials, programs, services, personnel and buildings.

The scope and variety of consultant questions received by LPDD are impossible to predict. The Long Range Plan recognizes that Consulting Services are an integral part of most of the planned programs and activities. The focusing of LPDD activities in the specific directions outlined in this Long Range Plan will undoubtedly increase Consulting Services in these same areas. However, at the same time, there will continue to be the activity of "reactive" consulting where staff responds to whatever requests are received. This responsive consulting is not represented in the Plan.

Continuing Education:

Continuing Education is planned learning experiences used by individuals following preparatory education necessary for obtaining their job in a library. Continuing education activities may be at three levels: awareness, skill development, and transfer learning. Continuing education activities should address individual needs focusing on skill development and learning transfer to the job in order to ensure improvement in work performance. The result should be improved quality services to the library's clientele.

LPDD provides Continuing Education, as defined above, for library personnel in one of two ways. In some cases, LPDD staff directly provide learning opportunities to targeted audiences in the State. In other cases, Continuing Education events are brokered out to various organizations.

The Washington State Library is represented on the statewide Council on Continuing Education as a major provider.

Granting:

The Grants program, administered by the Library Planning and Development Division, includes coordination of the application process and criteria, monitoring of the subgrantee projects, and reporting. Annual and special competitive grant cycles exist for public library programming and services, public library construction, and multi-type library cooperation. The Granting activity contains a strong consulting component and relies heavily on agency communications to assist in dissemination of project results.

For the most part, the Granting activities indicated in the Plan refer to the regular annual competitive grant cycle for Title I and III funds. This grant cycle opens in June of each year with the dissemination of the application packet. Application deadline is mid-October, with grant awards being made in December of each year. In the event that a special grant cycle is found to be appropriate, the criteria and grant cycle timeline will be articulated in the appropriate annual program.

Special Projects:

Special Projects are designed, developed and implemented by the Library Planning and Development Division in response to assessed needs of the library community. These projects are short-term activities which demonstrate or present innovative or exemplary library services on a statewide basis. Special Projects focus on the development of library services in all parts of the state.

Accomplishment of many of the objectives in the Plan will require Special Project activities. The use of advisory committees has proven invaluable for the successful implementation of LPDD Special Projects; it is expected that this practice will continue as a standard procedure through the Plan time period. The specific circumstances of the special project will determine whether the project management will be handled by existing staff or by contract.

MISSION

To improve the quality of library service to residents of Washington by:

a. assisting in the establishment of library service when and where appropriate, and

b. expanding the ability of local library personnel in public, academic, school, and special libraries to effectively provide a full range of services to their respective clienteles.

GOALS

TITLE I

1. To expand the ability of local public library personnel to access external resources.
2. To expand the ability of local public library personnel to provide library service to specific target populations, working cooperatively/collaboratively with other organizations when appropriate.
3. To expand the ability of local public library personnel to manage their local resources in the most effective way possible.
4. To expand the ability of local public library personnel to assure freedom of access to library materials.
5. To increase the percentage of counties and municipalities providing tax-supported public library service.
6. To assist local public library personnel in effectively marketing their services.
7. To expand and increase the provision of information in a variety of appropriate formats, for blind and physically handicapped residents.
8. To improve the quality of library service to blind and physically handicapped residents.

TITLE II

To assist the public library community to more fully realize their potential for service through construction of adequate library facilities.

TITLE III

1. To expand the ability of local library personnel to access external resources.
2. To expand the ability of local library personnel to work cooperatively with other organizations to provide library service.
3. To expand the ability of local library personnel to manage their local resources in the most effective way possible.
4. To assist local library personnel in effectively marketing their services.

Audience/Activity

Public Library Service to Areas without Services

Context

According to 1987 Population Trends for Washington State, there are 39 counties and 266 incorporated municipalities in Washington. Forty-one of these municipalities do not provide tax-supported public library service for their residents. The combined population of these municipalities is 30,244. Nine of the counties do not provide tax-supported public library service for their residents that live in the unincorporated areas of the county. The combined population of the unincorporated areas of these counties is 112,310. The total unserved population of Washington state is 142,554; this is 3.18% of the total population (4,481,000).

The Library Planning and Development Division (LPDD) of the State Library responds to requests from the general public and local governmental officials for information on initiating library service or affiliating for library service. Upon request, LPDD consultants also work with local library personnel when nearby communities are exploring options of contracting, annexing or establishing library service.

Three island library districts have been formed in the last five years, and two rural library districts were formed in the previous five years. Because difficulties with the present taxing system continue to impact funding of library districts, it is highly unlikely that additional districts will be formed until the issue is resolved by legislative action. Therefore, it is projected that, at the most, one library district may be formed and one to two other counties may receive some form of financial support for public library service from their county commission(s).

In the last three years, fifteen municipalities began providing library service; two established independent municipal libraries and thirteen contracted with or were annexed to library districts. Eleven of the municipalities which do not provide service are located in counties which have no library district; the average population of these cities is 299. For a variety of reasons, including their small size, a low percentage of establishment of libraries in these areas is projected. Thirty of the cities without library service are located in counties with library districts. The average population of these cities is 899. Because of their larger size and the history of cities contracting with or annexing to districts in the last three years, it is projected that the greatest increase in the establishment of library service would be in this group.

Goal

To increase the percentage of counties and municipalities providing tax-supported public library service.

Five Year Objectives

1. To increase to 33 the counties providing tax-supported public library service.
2. To increase by twelve the municipalities providing tax supported public library service.

Annual Objectives and Activities for each Five-Year Objective

1. To increase to 33 the counties providing tax supported public library service.

   Annual Objective — To concentrate efforts in those counties which request assistance.

   Activities* — Communications -- Consulting

2. To increase by twelve the municipalities providing tax supported public library service.

   Annual Objective — To concentrate efforts in those municipalities which request assistance.

   Activities — Communications -- Consulting

*See brief definitions of LPDD activities on page 47.

Audience/Activity

Public Library Services to Areas with Inadequate Services

Context

There are 71 public libraries and approximately 598 public library service outlets in Washington. Collectively these libraries do not meet the Washington State Library's (WSL) criteria for adequacy for library service to the public. Twenty of Washington's libraries are district libraries and 51 are municipal. Twenty-five public libraries in the state are unaffiliated with any system, and also lack professional direction. Financial inadequacy is also a problem for twenty of these libraries. (Serving populations of between 500 and 5,000 none of these libraries have budgets of over $50,000.) There are five "club" libraries in the state which attempt to give library service to their publics with funds raised through memberships and a variety of fund-raising activities.

Combined the 71 public libraries have 2,094 full-time equivalent employees; a total of 338 trustees serve on advisory or policy-making boards for these libraries. For the purpose of this Plan, public library personnel is defined as both library employees and trustees.

In order to be able to plan for and carry on a program of library development, the Library Planning and Development Division (LPDD) needs statistical data on public library performance and funding levels. LPDD should be able to determine the level of service of Washington libraries as a whole by comparing the funding and performance levels of Washington libraries with those of other states. Further, both LPDD and individual libraries must be able to compare the data within the state, region and nation as a tool for self-evaluation. In the past, reporting on the annual statistical report form has not been consistently accurate and complete. Without this reporting, LPDD is unable to use the raw data of input measures to compute output measure data. In order to move forward with the application of the American Library Association (ALA) Public Library Development Program, individual libraries will find it helpful to have comparable data on output measures which are appropriate to the roles of their libraries.

In early 1988, LPDD surveyed the public library community regarding involvement in the ALA Planning Process and its revision, the ALA Public Library Development Program (PLDP). Seventy public libraries were surveyed: 39 of these libraries serve populations over 5,000; 31 serve populations under 5,000. The differences between the two groups are dramatic. The Planning Process was used by 57% of the libraries over 5,000, while only 8% of the libraries under 5,000 used the Planning Process. All of the directors of libraries over 5,000 indicated awareness of the newer PLDP; only 32% of the under 5,000 library directors indicated awareness. Further, 66% of the libraries over 5,000 have already used or plan to use in 1988/1989 PLDP, while only 20% of the under 5,000 libraries have used or plan to use PLDP. Of special interest were the responses to the questions concerning assistance from the Library Planning and Development Division: 57% of the respondents indicated that Consulting and Communication services would be valuable to them; 52% of the respondents indicated an interest in having Grant funds available; and 45% identified Continuing Education needs.

Currently there are 25 independent local public libraries in the state with managers who lack professional training in library management and services. Geographic isolation is a common characteristic, as most of these libraries are located in the nine counties which do not provide tax-supported library service; all are in communities serving populations of 5,000 and less. The total population served by these libraries is 41,210 or 0.95% of the served population, and 0.92% of the total state population. The geographic isolation of these libraries is compounded by the manager's lack of knowledge about each other and the programs and services that others have successfully implemented. The managers are usually part-time employees and are often the only person on staff. The geographical isolation of their communities and lack of backup staff make it difficult for them to attend regular library continuing education workshops or conferences; in addition, many conferences and workshops are not as pertinent to the needs of nor at the appropriate level for the managers of these smaller libraries.

In 1986, LPDD surveyed the use of technology in Washington libraries. Information was gathered on use of bibliographic utilities, information databases, automated circulation systems, computers for management or administration, and electronic delivery of information. The responses indicated that fully 50% of the libraries in Washington used no form of automated service delivery. The introduction of the Western Library Network's (WLN) LaserCat* in 1987 caused a significant increase in public library use of technology; 55% of public libraries now use some form of automated service delivery. Thirty public libraries (42%) have inhouse access to LaserCat. However, only fifteen of the 71 (21%) have direct access to a bibliographic utility.

WSL's regular grant cycle for Title I funds has been a significant source for assistance in improving individual library adequacy levels. In the six years from 1983 through 1988, WSL funded an average of seven projects per year relating to improved adequacy levels for the applicant library. Title I grant funds have also been a source of assistance for the development of local information referral projects. Over the six years, four grants were awarded to assist the development of three such projects. Utilizing technology is often part of a grant project; an average of nine funded projects each year included effective use of technology.

The quality of educational attainment and the maintenance of that knowledge is very important to the library and information service community in Washington. This is illustrated by Washington's being one of the states that has certification requirements for librarians. WSL sponsors continuing education activities through a contract with the University of Washington Graduate School of Library and Information Science, through contracts with other organizations, and through activities coordinated by LPDD. A less than 15% contact rate was accomplished with the 1987 offerings. (Contact rate is defined as the total number of attendees divided by the total number of public library personnel.)

Developing marketing strategies for library services has been identified as one of the solutions for several of the problems encountered by public libraries in Washington. Attendees of leadership convocations in the State have expressed concern over the general lack of public understanding of the services provided by libraries that traditional library public relations methods have been unable to clarify. Of particular concern is the lack of impact on funding and political considerations suffered by libraries in the State. More aggressive marketing and the development of marketing strategies as part of long range plans for libraries are considered a necessity.

As of early 1988, three Indian tribes have been identified as receiving library service through a relationship with public libraries in their vicinity; ten tribes have been identified as having their own independent libraries. Only seventeen of the 26 tribes received FY87 LSCA Title IV Basic Grant funds from the U.S. Department of Education. Four LSCA Title IV Special Grant awards have been made to tribes in Washington. LPDD staff are frequently called upon to assist with the application process and for advice with implementation once funds have been received.

*LaserCat is the Western Library Network's bibliographic data base on CD-ROM.

Goals

To expand the ability of local public library personnel to access external resources.

To expand the ability of local public library personnel to provide library service to specific target populations, working cooperatively/collaboratively with other organizations when appropriate.

To expand the ability of local public library personnel to manage their local resources in the most effective way possible.

To expand the ability of local public library personnel to assure freedom of access to library materials.

To assist local public library personnel in effectively marketing their services.

Five Year Objectives

1. To increase to 35% the public libraries using output measures as an evaluation and management tool.
2. To increase to 40% the public libraries using planning and role setting as an evaluation and management tool.
3. To increase to 90% the public libraries reporting all measures on their annual statistical report form.
4. To increase to 25% the public libraries reporting output measures appropriate to their roles on their annual statistical report form.
5. To conduct annual personal contacts with 92% (23 of 25) of the local public library managers who lack professional training.
6. To develop a means of networking among local public library managers who lack professional training.
7. To achieve a 72% (18 of 25) participation rate in a basic library management training program by local public library managers who lack professional training.
8. To assist 30 public libraries in improving their individual adequacy levels, including effective use of technology where appropriate.
9. To increase to 90% Washington's Indian tribes applying for and receiving Title IV Basic Grant funds.
10. To increase to 83% the public libraries utilizing LaserCat inhouse.
11. To achieve a 70% contact rate of public library personnel in continuing education activities which expand their abilities to manage local resources and assure freedom of access. (Contact rate = total number of attendees divided by the total number of public library personnel.)
12. To assist 40 public libraries in utilizing technology in the provision of library service.
13. To assist five public libraries in the provision of community information referral services.
14. To assist 33% of public libraries to market their services to the general public.

Annual Objectives and Activities for Each Five-Year Objective

1. To increase to 35% the public libraries using output measures as an evaluation and management tool.

   Annual Objectives: To assist at least 7% of those not using output measures.

   Activities*: Communications -- Consulting -- Continuing Education

2. To increase to 40% the public libraries using planning and role setting as an evaluation and management tool.

   Annual Objectives: To assist at least 8% of those not using planning and role setting as an evaluation and management tool.

   Activities: Communications -- Consulting -- Continuing Education

3. To increase to 90% the public libraries reporting all measures on their annual statistical report form.

   Annual Objectives: To have an additional 7% of public libraries submitting completed, accurate annual statistical report forms.

   Activities: Communications -- Consulting -- Continuing Education

4. To increase to 25% the public libraries reporting output measures appropriate to their roles on their annual statistical report form.

   Annual Objectives: To develop and maintain a means of communication and training in the correlation and use of roles and output measures

   Activities: Communications -- Consulting -- Continuing Education

   Annual Objectives: To assist 5% of the libraries in reporting of output measures appropriate to their roles on their annual statistical report form.

   Activities: Communications -- Consulting -- Continuing Education

5. To conduct annual personal contacts with 92% (23 of 25) of the local public library managers who lack professional training.

   Annual Objectives: To conduct personal contacts with 92% (23 of 25) of the target audience.

   Activities: Consulting

*See brief definitions of LPDD activities on page 47.

6. To develop a means of networking among local public library managers who lack professional training.

Annual Objectives	To develop and maintain a written means of communication for the target audience for information exchange and training.
Activity	Communications
Year 1 Objective	To define and establish networking forums for the target audience in six separate geographical areas of the state.
Activities	Communications -- Consulting
Year 2-5 Objectives	To promote cooperation and information exchange between the individual local public libraries within each of the six networking forums.
Activities	Communications -- Consulting

7. To achieve a 72% (18 of 25) participation rate in a basic library management training program by local public library managers who lack professional training.

Year 1 Objectives	To establish a means for input and direction from the target audience.
	To develop a method and general outline for training the target audience in basic library management.
Activities	Communications -- Consulting -- Continuing Education -- Special Projects
Year 2 Objectives	To develop a basic library management training program for the target audience.
	To achieve a 50% participation rate of the target audience in one of the geographical areas in a test-site training program.
Activities	Communications -- Consulting -- Consulting Education -- Special Projects
Year 3-5 Objectives	To refine the training program and achieve a 50% participation rate of the target audience in each of the geographical areas.
Activities	Communications -- Consulting -- Continuing Education -- Special Projects
Year 5 Objective	To develop a plan for including Planning, Role Setting and Output Measures in the basic training program for the target audience.
Activities	Communications -- Consulting -- Continuing Education -- Special Projects

8. To assist 30 public libraries in improving their individual adequacy levels, including the effective use of technology where appropriate.

Annual Objectives	To assist seven public libraries in improving their individual adequacy levels, including the effective use of technology where appropriate.
Activities	Communications -- Granting -- Special Projects

9. To increase to 90% Washington's Indian tribes applying for and receiving Title IV Basic Grant funds.

   Annual Objectives — To increase by one to two the tribes applying for and receiving Title IV Basic Grant funds.

   Activities — Communications -- Consulting -- Special Projects

10. To increase to 83% the public libraries utilizing LaserCat inhouse

    Annual Objectives — To increase by six the public libraries utilizing LaserCat inhouse.

    Activities — Communications -- Consulting -- Continuing Education -- Granting -- Special Projects

11. To achieve a 70% contact rate of public library personnel in continuing education activities which expand their abilities to manage local resources and assure freedom of access.

    Year 1 Objective — To provide a continuing education program to include offerings on library management, resource sharing, and freedom of access.

    Activity — Consulting -- Communications -- Continuing Education

    Year 2-5 Objectives — To provide a continuing education program based on the needs assessment of the preceding year.

    Activities — Continuing Education

12. To assist 40 public libraries in utilizing technology in the provision of library service.

    Annual Objectives — To assist nine public libraries in utilizing technology in the provision of library service.

    Activities — Communication -- Consulting -- Continuing Education -- Granting -- Special Projects

13. To assist five public libraries in the provision of community information referral services.

    Annual Objectives — To assist one public library in the provision of community information referral services.

    Activities — Communications -- Consulting -- Granting

14. To assist 33% of public libraries to market their services to the general public.

    Annual Objectives — To assist five public libraries to market their services to the general public.

    Activities — Communications -- Consulting -- Continuing Education -- Granting

Audience/Activity

Major Urban Resource Libraries

Context

A "major urban resource library" (MURL) is defined in the federal legislation as any public library located in a city having a population of 100,000 or more individuals. There are three public libraries in Washington that meet that definition: Seattle Public Library, Spokane Public Library, and Tacoma Public Library.

As stated in the LSCA legislation, LSCA Title I funds may be used "for supporting and expanding library services of major urban resource libraries which, because of the value of the collections of such libraries to individual users and to other libraries, need special assistance to furnish services at a level required to meet the demands made for such service". The legislation further states that "no grant may be made ... unless the major urban resource library provides services to users throughout the regional area in which such library is located".

In Washington, the "region" for each of the MURLs is considered to be the entire State. A "valuable" collection in Washington is defined as having breadth and depth: where the number of titles is great (over 270,000), where the library has been collecting for a number of decades, and where the financial resources have maintained collection development. Also defined as valuable are the special collections, which may contain unique holdings possessed and enhanced by these three libraries.

Access to the resources of Washington's MURLs is important for individuals and other public libraries in the state. However, it is implicit within the LSCA legislation that MURLs funding provide assistance for services over and above those provided by other public libraries. All public libraries in the state allow inhouse use of their collections by nonresidents; many provide extensive interlibrary loan services; none screen reference inquiries for resident/nonresident status.

Critical to the services provided through Washington's MURL program is accessibility to the above defined valuable collections. Important elements of accessibility are bibliographic access and timeliness.

Critical to the program of evaluation of financial assistance to the MURLs is ongoing statistical documentation of their effectiveness in serving other libraries and individuals beyond their respective service areas. Such documentation has not been maintained by all the libraries in the past nor has the evaluation process of the three programs been handled in like manner. The result thus far is data which cannot be compared and is therefore of little use to the statewide program.

Goal

To expand the ability of local public library personnel to access external resources.

Five Year Objectives

1. To have bibliographic access to 95% of nonfiction holdings of each MURL.
2. To achieve a 72 hour turnaround time on 95% of all interlibrary loan requests from Washington libraries.
3. To achieve a 72 hour response time on 95% of all reference referral requests from Washington libraries.

Annual Objectives and Activities for each Five-Year Objective

1. To have bibliographic access to 95% of nonfiction holdings of each MURL.

   Annual Objectives — To increase by 5% or maintain at 95% bibliographic access to nonfiction holdings of each MURL.

   Activity* — Granting

2. To achieve a 72 hour turnaround time on 95% of all interlibrary loan requests from Washington libraries.

   Year 1 Objective — To establish statistical benchmarks on present level of activity.

   Activity — Granting

   Year 2-5 Objectives — To increase by 10% or maintain at 95% a 72 hour turnaround time on interlibrary loans to Washington libraries.

   Activity — Granting

3. To achieve a 72 hour response time on 95% of all reference referral requests from Washington libraries.

   Year 1 Objectives — To establish statistical benchmarks on present level of activity.

   Activity — Granting

   Year 2-5 Objectives — To increase by 10% or maintain at 95% a 72 hour response time on reference referral requests from Washington libraries.

   Activity — Granting

*See brief definitions of LPDD activities on page 47.

Audience/Activity

Disadvantaged

Context

Within the context of LSCA, the "disadvantaged" are those persons whose socio-economic or educational deprivation or whose cultural isolation from the general community may preclude them from benefiting from public library services to the same extent as the general public benefits from these services. While the averages for unemployment and percentage of families with incomes below the poverty level in Washington are currently lower than the national averages, the State has significant pockets of economically distressed areas. Unemployment rates for counties in Washington for December 1987 ranged from 3.7% to 26.2%. There were ten counties with unemployment rates of over 13%. Using 1980 census figures, the percentage of families with incomes below the poverty level ranged from 5% in King County to 18.6% in Ferry County. There are ten counties where the percentage of these families is 10% or higher.

Unemployment		Families with income below the poverty level	
Columbia	26.2%	Ferry	18.6%
Skamania	22.2%	Pend Oreille	12.6%
Pend Oreille	17.5%	Okanogan	12.2%
Klickitat	16.2%	Yakima	11.8%
Yakima	15.2%	Grant	11.4%
Okanogan	14.5%	Stevens	11.2%
Adams	14.4%	Adams	11.1%
Franklin	13.5%	Asotin	11.0%
Grays Harbor	13.5%	Wahkiakum	10.8%
Grant	13.1%	Franklin	10.4%

Some libraries in Washington are beginning to assume a role of responsibility in providing specialized job and education information for the unemployed. Three public libraries in Washington had established job/career information centers independent from the 1987 Education/Job Information Center (EJIC) project initiated with Kellogg Foundation funds. Two of theses three programs were established with LSCA Title I funds. Fourteen public library locations now provide EJIC services: the Raymond, Ilwaco, Naselle, and South Bend branches of Timberland Regional Library (service area includes Pacific and Grays Harbor Counties); Everett Public and Everett's branch (located in Snohomish County); Spokane Public, four Spokane Public branches and one Spokane County branch (all located in Spokane County); Pend Oreille County Library headquarters; and Longview Public (service area includes Cowlitz and Wahkiakum Counties).

Goals

To expand the ability of local public library personnel to provide library service to specific target populations, working cooperatively/collaboratively with other organizations when appropriate.

To assist local library personnel in effectively marketing their services.

Five Year Objective

To increase to 29 the public library locations providing services through EJICs.

To assist eight public libraries in marketing their services to the disadvantaged.

Annual Objectives and Activities for each Five-Year Objective

1. To increase to 29 the public library locations providing services through EJICs.

   Annual Objectives: To add three library locations providing services through EJICs.

   Activities*: Communications -- Consulting -- Continuing Education -- Granting

2. To assist eight public libraries in marketing their services to the disadvantaged.

   Annual Objectives: To assist one to two public libraries in marketing their services to the disadvantaged.

   Activities: Communications -- Consulting -- Continuing Education -- Granting

* See brief definitions of LPDD activities on page 47.

Audience/Activity

Literacy Programs

Context

Washington's Office of the Superintendent of Public Instruction estimates the adult illiterate population of the State to be 465,000. The public library community in Washington participates in literacy activities in a variety of ways. Some libraries have a strong history of direct involvement, in that the literacy programs are funded by and operated as a service of the library. On an early 1988 survey conducted by the Library Planning and Development Division, fifteen libraries indicated sponsorship of literacy programs. These 15 libraries provide literacy services through 48 service outlets. Thirty-two libraries are active participants in local literacy coalitions. This involvement may mean volunteer coordination, provision of special materials and/or tutoring space. Within these 32 libraries, 93 service outlets participate in literacy coalition activities. Other libraries are beginning to explore their role in addressing this issue.

Goal

To expand the ability of local public library personnel to provide library service to specific target populations, working cooperatively/collaboratively with other organizations when appropriate.

Five-Year Objective

To have 63% of public libraries participating in their local literacy coalitions.

Annual Objective and Activities for the Five-Year Objective

To have 63% of public libraries participating in their local literacy coalitions.

Annual Objectives: To increase by two to three the public libraries participating in local literacy Coalitions.

Activities*: Communications -- Consulting -- Continuing Education -- Granting -- Special Projects

* See brief definitions of LPDD activities on page 47.

Audience/Activity

Limited English-speaking Proficiency

Context

According to the 1980 U.S. Census, 7% of persons 18 and older in Washington speak a language other than English at home. Spanish was the most frequently reported language other than English. The published Census does not provide a complete breakdown of Asian languages; however, other demographic information on Washington would indicate that as a group, Asian languages rank second.

Seventeen libraries have been identified as having collections of non-English materials. The most frequent language collected, other than English, is Spanish; second is Vietnamese; German and a variety of Asian languages rank third.

English-as-a-second-language students comprise a significant number of the students involved in one-on-one tutoring from volunteer literacy organizations in the state. The language groups most often encountered are Spanish and a variety of Asian languages. Literacy services for this population group are considered to be a part of the **Literacy Programs** activities in the preceding section of this plan.

Goals

To expand the ability of local public library personnel to provide library service to specific target populations, working cooperatively/collaboratively with other organizations when appropriate.

To assist local public library personnel in effectively marketing their resources.

Five Year Objectives

1. To have collections available for each non-English speaking group of 10,000 or more in the State.

2. To assist five libraries in marketing their non-English collections to the appropriate population groups.

See also the Five Year Objective for **Literacy Programs**.

Annual Objectives and Activities for each Five-Year Objective

1. To have collections available for each non-English speaking group of 10,000 or more in the State.

   Annual Objectives — To establish or expand at least one collection for a non-English speaking group that exceeds 10,000 population in the State.

   Activities* — Communications -- Granting

2. To assist five libraries in effectively marketing their non-English collections to the appropriate population groups.

   Annual Objectives — To assist one local public library in marketing its non-English collections to the appropriate population group.

   Activities — Communications -- Continuing Education -- Granting

*See brief definitions of LPDD activities on page 47.

Audience/Activity

Services to the Elderly

Context

The number of persons age 65 and older increased from 9.6% to 11.8% of Washington's population in 1986, which is slightly less than the national increase from 9.9% to 12.1%. In 1986 Washington ranked 19th in the number of residents per thousand over age 65. Several Washington counties, such as Clallam, Island, Jefferson and San Juan, tend to attract the elderly. In all of these counties except Island, the elderly population is approaching one-fifth of the total county population. (Island is an exception because its large youthful military population moderates the impact of the increasing numbers of elderly.)

Based on survey information gathered by the Library Planning and Development Division in early 1988, only seventeen of Washington's 71 public libraries provide services specifically aimed at patrons 65 or older. These seventeen libraries reported eighteen programs and services provided.

Goals

To expand the ability of local public library personnel to provide library service to specific target populations, working cooperatively/collaboratively with other organizations when appropriate.

To assist local public library personnel in effectively marketing their services.

Five Year Objectives

1. To have 22 public libraries providing programs and services specifically directed at the older adult.
2. To increase to 27 the library programs and services being provided to the older adult.
3. To assist 22 public libraries in effectively marketing library services to the older adult.

Annual Objectives and Activities for each Five-Year Objective

1. To have 22 public libraries providing programs and services specifically directed at the older adult; and
2. To increase to 27 the library programs and services being provided to the older adult.

   Annual Objectives — To increase by two to three the programs and services being provided by public libraries to the older adult.

   Activities* — Communications -- Consulting -- Continuing Education -- Granting

3. To assist 22 public libraries in effectively marketing library services to the older adult.

   Annual Objectives — To assist four to five public libraries in marketing library services to the older adult.

   Activities — Communications -- Consulting -- Continuing Education -- Granting

*See brief definitions of LPDD activities on page 47.

Audience/Activity

Handicapped

Context

Federal regulations define "handicapped" for this program as: mentally retarded, hearing impaired, speech impaired, visually handicapped, seriously emotionally disturbed, orthopedically impaired, or otherwise health impaired. While most libraries recognize that the "handicapped" are represented in their general audience, these individuals do often require and demand special services.

Goal

To expand the ability of local public library personnel to provide library service to specific target populations, working cooperatively/collaboratively with other organizations when appropriate.

Five Year Objective

To assist five public libraries in initiating or expanding access by the handicapped user.

Annual Objectives and Activities for the Five-Year Objective

To assist five public libraries in initiating or expanding access by the handicapped user.

Annual Objectives	To assist one public library in initiating or expanding access by the handicapped user.
Activities*	Communications -- Consulting -- Granting

*See brief definitions of LPDD activities on page 47.

Audience/Activity

Statewide Resource Sharing (Title III)

Context

In the state of Washington there are 71 public libraries with 598 service outlets. Fewer than 20% of these libraries have contributed to any bibliographic data base. The picture is somewhat brighter within the community college library scene where of the 27 institutions, 23 (85%) have contributed to the bibliographic database of the Western Library Network (WLN) and one has contributed holdings to OCLC Online Computer Library Center, Inc. (OCLC). Fewer than 50% of the nineteen four-year public and private college/university libraries have submitted holdings to a bibliographic database, with the largest university library (University of Washington) recently making its resources available on two bibliographic data bases. There are no school library holdings listed in machine readable form in the State, but approximately one-third of the fifteen known special libraries contribute holdings to either WLN or OCLC. In short, of the 667 libraries (including an estimated 500 school libraries) in Washington, the resources of only 11% are accessible in a automated form for resource sharing purposes.

The most recent formal interlibrary loan protocols for Washington libraries were formulated over a decade ago and are for the most part ignored. Only four libraries in the state charge a transactional fee for loaning materials to another library, but the majority of libraries pass on to the patron who has requested the material any fees incurred. Centralized interlibrary loan verification and searching services are no longer being performed by any library within the State.

A recent statewide materials delivery project funded by Title III of LSCA has resulted in a slightly healthier situation in the State regarding the physical delivery of materials once they have been located. Excluding school libraries, approximately 33% of the libraries belong to the statewide courier consortium which delivers on a daily (week day) basis. Again excluding school libraries, over 50% of all libraries now have access to telefacsimile transmission. About 50% of the telefacsimile activity and about 75% of the courier activity is directly related to statewide and interstate resource sharing.

There is additional consortium activity within Washington which affects resource sharing. Shared automated circulation systems serve the greater Spokane area, Longview, and greater Pierce County. The five-county area served by the Timberland Regional Library System benefits from access not only to their public library holdings but also to the collections of the State Library and The Evergreen State College. Several of Washington's libraries participated in the collection assessment and cooperative collection development programs initiated by the Fred Meyer Trust's Library and Information Resources Network (LIRN). Assessments have been done in many libraries and several have developed their resources in specific subject areas in a collaborative manner.

There is no statewide reference referral network presently in the state of Washington. Largely through tradition, public libraries and some academic libraries use the State Library as "the library of last resort". Some of the reference requests become interlibrary loan requests, but others require reference response. Although funded to a small degree to respond to reference queries from public libraries, the State Library is neither equipped nor funded to assist other types of libraries on a large scale. To best utilize identified collection strengths and staff expertise, a fairly large-scale reference referral network throughout the State, based on local effort coupled with local training and protocols, would maximize information access in a cost-effective manner.

The libraries in Washington remain "resource poor" even though there has been some progress in this area within the last years. Few libraries in the State are even one hundred years old and even fewer have had the financial abilities to develop their resources in an aggressive manner. Bibliographic access to the resources that do exist is even more limited. There is heavy reliance on libraries in other states for specific titles and out-of-print materials.

Goals

1. To expand the ability of local library personnel to access external resources.
2. To expand the ability of local library personnel to work cooperatively with other organizations to provide library service.
3. To expand the ability of local library personnel to manage their local resources in the most effective way possible.

Five-Year Objectives

1. To have in place a plan, including identified funding mechanisms, for the "last copy" issue.
2. To increase to 80% the public, academic and special libraries utilizing one or more aspects of the statewide materials delivery network.
3. To have in place a statewide reference referral network.
4. To increase to 50% the Washington public, academic and special libraries listed in the Pacific Northwest Conspectus Database.
5. To increase to 10% the Washington libraries participating in cooperative collection development projects.
6. To increase to 20% the Washington libraries whose holdings are identified in a bibliographic database.
7. To have 75% of all Washington libraries following uniform interlibrary loan protocols including, where necessary, protocols for determination, charging and collection of transactional fees.

Annual Objectives and Activities for Each Five-year Objective

1. To have in place a plan, including identified funding mechanisms, for the "last copy" issue.

Year 1 Objective	To initiate a review and analysis of the "last copy" issue with a focus on retention of fiction.
Activities*	Communications -- Special Projects
Year 2 Objective	To identify a solution, including potential funding mechanisms, and design the test project.
Activities	Communications -- Special Projects
Year 3 Objective	To obtain decision-making information from the test project.
Activities	Granting -- Special projects
Year 4 Objective	To provide for the establishment of an ongoing solution.
Activities	Communications -- Granting -- Special Projects

*See brief definitions of LPDD activities on page 47.

2. To increase to 80% the public, academic and special libraries utilizing one or more aspects of the statewide materials delivery network.

   Annual Objectives — To increase by 17 the libraries utilizing one or more aspects of the statewide materials delivery network.

   Activities — Communications -- Granting

3. To have in place a statewide reference referral network. (This project will start in FY90 due to the need to coordinate with the interlibrary loan protocol project activities scheduled for FY89.)

   Year 2 Objective — To complete an analysis and design for a reference referral network within the State.

   Activities — Special Projects

   Year 3 Objective — To obtain decision-making information from a test project.

   Activities — Communications -- Granting -- Special Projects

   Year 4-5 Objectives — To provide for the establishment of an ongoing reference referral network.

   Activities — Communications -- Continuing Education -- Granting

4. To increase to 50% the Washington public, academic and special libraries listed in the Pacific Northwest Conspectus Database

   Annual Objectives — To increase by six the libraries listed in the Conspectus Database.

   Activities — Communications -- Consulting -- Continuing Education -- Granting -- Special Projects

5. To increase to 10% the Washington libraries participating in cooperative collection development projects.

   Annual objectives — To increase by ten the libraries participating in cooperative collection development projects.

   Activities — Communications -- Consulting -- Continuing Education -- Granting -- Special Projects

6. To increase to 20% the Washington libraries whose holdings are identified in a bibliographic database.

   Annual Objectives — To increase by 12 the libraries whose holdings are, at least partially, entered into a bibliographic database.

   Activities — Communications -- Consulting -- Continuing Education -- Granting -- Special Projects

7. To have 75% of all Washington libraries following uniform interlibrary loan protocols including, when necessary, protocols for determination, charging and collection of transaction fees.

Year 1 Objective	To complete a review and analysis of interlibrary loan protocols.
Activities	Communications -- Special Projects
Year 2 Objective	To initiate an approved set of protocols statewide.
Activities	Communications -- Granting -- Special Projects
Year 3-4 Objectives	To achieve statewide acceptance and use of the protocols.
Activities	Communications -- Consulting -- Continuing Education
Year 5 Objective	To reduce the number of libraries in Washington which charge a transaction fee for loaning of materials
Activities	Communications -- Consulting -- Special Projects

Audience

Multi-type Library Cooperation (Title III)

Context

There is a tradition of cooperative activity among libraries in Washington. The formal cooperative ventures include shared automated circulation systems within specific communities and geographic areas, such as Olympia, Longview, Spokane, and Pierce County, and consortia that share in other activities beneficial to their clientele. The statewide courier consortium (COWLIC) includes fifty public, academic, and special libraries. The Council of Spokane Area Libraries (COSAL) includes three public libraries and seven academic libraries which work on collaborative solutions to problems and provide staff development and continuing education for their employees. Hospital libraries in Seattle, Vancouver, and Tacoma find it advantageous to work together sharing their resources, staff expertise, and long-range planning. Informal cooperative activity among different types of libraries includes reciprocal borrowing agreements, staff exchanges, cooperative collection development, and shared staff development workshops.

Over the last five regular grant cycles, an average of only three grants per year have been awarded for cooperative activities. The project participants during this period numbered ninety; because of repeat participation, this represents only 64 different libraries. Sixty-four libraries out of a potential 667 is only 10% involvement over five years.

Goals

To expand the ability of local library personnel to access external resources.

To expand the ability of local library personnel to work cooperatively with other organizations to provide library service.

To expand the ability of local library personnel to manage their local resources in the most effective way possible.

To assist local library personnel in effectively marketing their services.

Five-Year Objectives

1. To have 75 libraries participate in planning for multi-type library resource sharing activities.
2. To have 60 libraries initiate or expand participation in multi-type library resource sharing activities.
3. To assist 60 libraries to market their multi-type library resource sharing activities.

Annual Objectives and Activities for each Five-year Objective

1. To have 75 libraries participate in planning for multi-type library resource sharing activities.

   Annual Objectives: To have 15 libraries participate in planning for multi-type library resource sharing activities.

   Activities*: Communications -- Consulting -- Continuing Education -- Granting

2. To have 60 libraries initiate or expand participation in multi-type library resource sharing activities.

   Annual Objectives: To have 12 libraries initiate or expand participation in multi-type library resource sharing activities.

   Activities: Consulting -- Continuing Education -- Granting

3. To assist 60 libraries to market their multi-type library resource sharing activities.

   Annual Objectives: To assist 12 libraries to market their multi-type library resource sharing activities.

   Activities: Communications -- Consulting -- Continuing Education -- Granting

*See brief definitions of LPDD activities on page 47.

Audience/Activity

Library Service to the Blind and Physically Handicapped

Context

The Washington Library for the Blind and Physically Handicapped (WLBPH) provides free public library service to approximately 7,500 individuals in Washington who are unable to read regular print. WLBPH provides the Library of Congress talking book program, a taping service, a braille transcription service, and a radio reading service. The collection totals 105,170 titles provided by the National Library Service for the Blind and Physically Handicapped (NLS). In addition, another 3,800 titles have been produced locally; the circulation on these titles was 7,851 in FY87. The Braille Service in 1987 transcribed 10,520 pages of braille and duplicated 50,394 pages of braille. Circulation of both the NLS collection and the local collection totaled 367,449. The radio service reaches 1,700 listeners, or 23% of the total blind and physically handicapped population served. Various changes, improvements, and additions to current programs would greatly enhance the present services.

WLBPH serves as the major library resource for blind and physically handicapped residents in the State. The Revised Standards and Guidelines of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped mandates that such libraries are responsible for promoting a climate of public opinion and awareness favorable to library development, expansion and improvement. By working closer with other libraries, institutions, agencies, and community groups, WLBPH will be able to further enhance library services to the disabled.

NLS estimates that 1.4% of the total national household population six years and older, plus 25% of the institutionalized population, are eligible for its program. Using these projections, 57,000 individuals in households, plus 8,000 in institutions, are eligible in Washington. The current household and institutionalized users of WLBPH represent only 12% of the estimated potential audience.

In addition, a 1987 survey indicates that many current users are unaware of the variety of materials and services available from WLBPH. A 1988 LSCA Title I grant is being used to develop and implement an information and public education program for current WLBPH users, as well as eligible non-users, service providers, and the general public. The level of activity targeted in the following objectives will be built upon baseline statistics established in 1988.

Mission of the Washington Library for the Blind and Physically Handicapped:

To provide quality library services to blind and physically handicapped residents of Washington by:

a. assisting in providing information and materials in special formats and
b. cooperating with other libraries and related agencies.

Goals

To expand and increase the provision of information, in a variety of appropriate formats, for blind and physically handicapped residents.

To improve the quality of library service to blind and physically handicapped residents.

Five-Year Objectives

1. To improve the quality and to increase the production of locally taped and brailled materials by 10% and to increase their circulation by 10%.

2. To improve the quality of the radio reading service and to expand the service to reach 25% of the current blind and physically handicapped patrons served in targeted areas.

3. To develop and implement an outreach program which increases the number of individual contacts by 25% and increases the number of agency/provider contacts by 15% through the library outreach program.

4. To participate in at least twenty cooperative/collaborative efforts with other organizations serving the disabled and to provide staff access to five retreats and forty inservice programs.

Annual Objectives and Activities for each Five-Year Objective

1. To improve the quality and to increase the production of locally taped and brailled materials by 10% and to increase their circulation by 10%.

   Annual Objectives — To increase holdings by 2%.

   Activities — Study current availability and production options for recorded magazines; offer a minimum of two additional local magazines in a taped format.

   Conduct studies on types of equipment and monitoring processes for recording service. Develop and implement plan to increase braille transcription.

   Annual Objectives — To increase circulation of locally taped and brailled material by 2%.

   Activities — Initiate subscriptions for locally produced magazines. Duplicate additional copies of locally produced books. Expand braille volunteer program in order to increase local braille production.

2. To improve the quality of the radio reading service and to expand the service to reach 25% of the current blind and physically handicapped patrons served in targeted areas.

   Annual Objectives — To upgrade equipment and expand the radio reading service to reach an additional 5% in the targeted areas.

   Activities — Surveys and promotions in current service areas. Distribution of upgraded equipment in Eastern Washington. Study and implementation of expanded service to Vancouver, Bellingham and I-5 corridor areas.

3. To develop and implement an outreach program which increases the number of individual contacts by 25% and increases the number of agency/provider contacts by 15% through the library outreach program.

   Annual Objectives — To increase general public contacts by 5% and agency/provider contacts by 3%.

   Activities — Public speaking to community groups. Publicity material.

4. To participate in at least twenty cooperative/collaborative efforts with other organizations serving the disabled and to provide staff access to five retreats and forty inservice programs.

   Annual Objectives — To participate in at least four cooperative/collaborative efforts, as well as one retreat and eight programs/workshops on service-related subjects.

   Activities — Develop and distribute informational packets on the shared role of libraries in serving the disabled to 20% of the libraries in the state. Sponsor open house events and informational meetings, attend professional meetings, and respond to consulting requests. Develop training sessions which include speakers from the blind and handicapped community and representatives from human services agencies.

Audience/Activity

Strengthening the State Library to meet the needs of the People of the State

Context

The Washington State Library (WSL) collection was begun in 1859 when Governor Stevens purchased and shipped a collection of books to Washington Territory. Since then, WSL has been building a collection which has been used by all types and sizes of libraries. One of several major service goals of the WSL is to facilitate access by the public to information, and thus it has made its collections and services available to libraries of Washington. It has, in addition, supported regional networking in order to encourage the sharing of resources.

During this five-year period, the intent of WSL is to take into consideration the multitude of changes that have occurred in Washington and to evaluate and determine the most effective roles that WSL can play in the provision of information to the public. Until the results of that evaluation are available, WSL will maintain its role of being a supplier of interlibrary loan, reference and referral services within the limits of its funding and staffing capabilities. It will, of course, maintain its participation in resource sharing and networking. If the evaluations of the WSL role result in recommendations for change, WSL will work in concert with the libraries of the state to assure that the public continues to have access to information whether it be through WSL or other structures. Each annual plan will be developed and distributed to libraries for their official review and comment.

Two divisions of WSL are involved in this portion of the Long Range Plan: the Public Services Division and the Technical Services Division. The Public Services Division is the direct service unit of WSL; it includes the central library as well as the service sites of the institutional library services program. The following portion of the WSL plan focuses on the central library role in relation to the information needs of the public libraries of Washington and the role of Technical Services in making materials accessible as part of the resource sharing role of WSL. The ILS program appears in a separate section of the Long Range Plan.

WSL Collections and Services

The central library collection is primarily nonfiction. It includes approximately 250,000 monograph titles, 5,000 periodical subscriptions, and is the official depository for U.S. and Washington publications. A collection of Washington state newspapers of record is maintained as are special collections of Washington authors, Washington history and current events and maps.

WSL provides information about its collections in a variety of ways. Ninety per cent of the central library monograph collection appears in the Western Library Network (WLN) database as well as the entire record of serial holdings. Most state documents published since the 1970's are also included in WLN. Major effort is now directed towards adding holdings of federal publications into WLN and completing the conversion of the Institutional Library Services collections. The library also distributes both print and microfiche publications concerning state and federal documents, serial holdings and some of its special collections.

The central library is a major supplier of interlibrary loan in the state of Washington. The library fills 90% of the requests received for authors, titles and periodicals from the central collection. (Since WSL forwards requests for items that are in circulation, a portion of the 10% unfilled requests represents an effort to assure timely service, rather than unavailability of a particular title or author.) In addition, the library supplies reference assistance to libraries and to a limited extent, bibliographic verification.

One of the missions of WSL is: To facilitate access by the public to information.

Goal

To expand the abilities of local public library personnel to access external resources

Five-Year Objectives

1. To respond satisfactorily to 90% the requests of public libraries for authors, titles and periodicals which will meet the information needs of the requesting library patrons.

2. To respond satisfactorily to 90% of the requests received from public libraries for reference and referral services.

3. To maintain access of public libraries to five unique or specialized WSL collections. (This includes such collections as government publications and Washington newspapers of record.)

Annual Objectives and Activities for each Five-Year Objective

1. To respond satisfactorily to 90% of the requests of public libraries for authors, titles and periodicals which will meet the information needs of the requesting library patrons.

Annual Objectives	To evaluate the role and services of WSL in assisting public libraries to meet their information needs.
	To respond satisfactorily to 90% of the author, titles and periodical requests of public libraries.
	To maintain participation in statewide resource sharing by adding holdings in selected subjects or formats to regional and/or national bibliographic databases.
Year 2-5 Objectives	To maintain, increase or decrease activities in the above service objectives by an appropriate percentage as determined by the results of the evaluation.

2. To respond satisfactorily to 90% of the requests received from public libraries for reference and referral services.

Annual Objectives	To evaluate the role and services of WSL in providing for reference and referral activities.
	To respond satisfactorily to 90% of the requests received from public libraries for reference and referral services.
Year 2-5 Objectives	To maintain, increase or decrease activities for reference and referral services depending upon the results of the evaluation of the role and services of WSL in the statewide approach to reference and referral.

3. To maintain access of public libraries to five unique or specialized WSL collections. (This includes such collections as government publications and Washington newspapers of record.)

Annual Objectives	To evaluate means and levels of access to unique or specialized WSL collections.
	To maintain access to bibliographic or physical items in the unique or specialized collections of the WSL.
Year 2-5 Objectives	To maintain, increase or decrease activities in objective two by an appropriate percentage as determined by the results of the evaluation.

Audience/Activity

Library Service to the Institutionalized

Context

The Institutional Library Services (ILS) Program provides branch, station or deposit library services to 37 Washington State residential institutions. The library staffing and materials are provided by the Washington State Library (WSL); the Departments of Corrections, Social and Health Services, and Veteran's Affairs provide the space, daily operating costs (such as utilities and office supplies) and other appropriate support. The use of ILS libraries has increased nearly 50% during the past four years, with only a very slight increase in staffing levels. Therefore, a major goal for the next five years is to use technology to facilitate routine daily operations, thus freeing staff to improve reference and interlibrary services for residents. In addition, this five year plan takes into account several national and state trends which will be major challenges for institution libraries during the next several years:

a. Adult Corrections: Projections are for increases in inmate populations, with older institutions reopening or being remodeled. Security restrictions make it extremely difficult to extend services to all portions of these institutions, resulting in the need for additional staff to provide effective in-library and outreach services during day and evening hours. These ILS branches do not currently meet state or national standards for hours open and objectives relate to the need to improve these services.

   Current collections in adult correctional institutions consist primarily of books, magazines and newspapers. Most fiction is in paperback format. Many institutions have audio tape collections. There is an increasing demand for basic literacy materials and Spanish-language materials. Film shows, artist-in-residence, and humanities-based reading/discussion groups have been well received by the inmates. Circulation for Department of Correction institutions in 1986-87 was 309,515.

b. Mental Health: Projections are for increases in resident populations, including an increase in patients in "locked wards" which restrict individuals from coming to the library because of physical disabilities or treatment restrictions. Extending outreach services reflects a need for improved staffing levels and materials budgets. A trend is also appearing in which the institutions are relating more to community mental health programs which would, in turn, impact these specialized collections as they are useful to people in local communities.

   Collections in mental health institutions include books, magazines, newspapers, and cassette tapes, large print and multi-media kits. There are small collections of literacy materials. In addition to Spanish, there is an increasing demand for materials in Southeast Asian languages and a heavy demand, largely unmet for video. Reading/discussion groups, film shows and a variety of other program presentations are popular. Outreach programming with geriatric patients using a multi-sensory approach, such as Bi-Folkal kits, has been expanded in 1987. Circulation for mental health institutions in 1986-87 was 41,974.

c. Developmental Disabilities: Although the resident populations of these institutions are not increasing as rapidly as the populations of other types of institutions, the residents' capabilities have altered, as has the programming of the institutions. The institutions are working closely with parents and advocates resulting in the need for materials useful to the lay person from the community. Materials for the disabled themselves are more individualized, reflecting the move to electronic resources ranging from media to adaptive equipment which supports their educational and personal growth. Trends towards "normal day programming" and "age appropriate materials" continue to be institutional goals that challenge the libraries' collections and capabilities for library programs.

Collections in developmental disabilities institutions include some books and magazines, but many residents cannot read and so a wide variety of non-print material is needed: puppets, toys, games, puzzles, audio cassette tapes, phonorecords, films, filmstrips and video. As shifts occur in institution populations, these collections must also change. Again, a wide variety of programming -- films, music, craft programs, video, story hours, puppet shows, and discussion groups are part of the library programs. Resident circulation in these institutions for 1986-87 was 26,734.

d. Veterans: Geriatric disabilities, other physical disabilities, and drug and/or alcohol abuse are prime treatment needs in these institutions. Like the above institutions, the residents have special needs for outreach services, specialized materials such as large print, and assistance with a variety of treatment, educational and/or personal information.

   Collections in veterans institutions include books, magazines, newspapers, audio-cassette music tapes, recorded books, large print and multi-sensory kits. Because many residents are visually impaired, large print and recorded books are very popular. As in other institutions, there is a demand for video which is largely unmet. Film programs, storytelling, and discussion group programs have been well received.

e. Juvenile Rehabilitation: These small institutions are served primarily by monthly visits from an ILS librarian and through deposit collections of paperback books, magazines and comic books. In some instances, there is also a school library. A trend in this type of institution is to cut back on or eliminate the school libraries, making library access very difficult for the residents. There is an escalating need for video that cannot currently be met. With the current staffing level no programming is possible.

The 1986-87 ILS total circulation figure of 390,570 includes not only the major institutions, but also the small veterans and juvenile rehabilitation institutions where there is a staff liaison person who keeps statistics. ILS libraries in 1986-87 provided 13,239 program activities with a total attendance of 147,457. Program sessions included a wide variety of activities: individual music listening sessions, film shows, story hours and puppet programs, and multi-session reading/discussion programs.

GOAL

To expand the ability of ILS personnel* to access external resources.

To expand the ability of ILS personnel* to provide library service to specific target populations.

To expand the ability of ILS personnel* to manage their local resources in the most effective and efficient manner possible.

To expand the ability of ILS personnel* to assure freedom of access to library materials and services.

To assist ILS personnel* to effectively market their services.

* In Washington, ILS personnel are equivalent to local public library personnel for the provision of public library services to residents of State institutions. The Goals of the Long Range Plan as stated on page 1 of this document read "local library personnel" rather than "ILS personnel".

Five-Year Objectives

1. To establish automated capabilities systemwide to support bibliographic access and day-to-day library operations.

2. To establish effective delivery systems interconnecting the twelve major ILS branch libraries and the Central Library.

3. To regularly participate in local resource sharing efforts in the ILS branch geographic areas.

4. To provide module collections of materials in appropriate formats and at appropriate reading levels for residents of each institution that meet at least a 70% author, title, and subject fill rate.

5. To increase by 3% the residents reached by programming which supports the institution's recreational, developmental, therapeutic, educational and/or rehabilitation programs.

6. To increase by 50% ILS ability to meet established standards for hours open and staffing levels.

7. To provide deposit collections and/or regular outreach services to 50% of closed units in ILS branch libraries.

8. To involve 100% of ILS personnel in continuing education/staff development a minimum of two times per year in development/training activities that will support reference, research, interlibrary loan and programming services.

9. To maintain regular communications with Department of Corrections, Department of Veterans Affairs and Department of Social and Health Services at management and/or mid-management levels.

10. To develop written policies and/or agreements on freedom of access acceptable to both WSL and the state agencies that manage residential institutions, including procedures for dealing with disagreements.

11. To provide 100% of new/incoming residents in adult corrections and mental health institutions with information about library services in their institution in a format and at a level understandable and useful to the residents.

12. To provide 75% of institution staff with information and/or training about library materials and resources so they can effectively assist and encourage resident use of library services and resources.

13. To provide at least two publications per module per year to inform institution residents and/or staff about library materials and services for residents.

Annual Objectives and Activities for each Five-Year Objective

1. To establish automated capabilities systemwide to support bibliographic access and day-to-day library operations.

Annual Objectives	To expand ILS branch participation in WSL automated systems.
Year 1 Activities	Install LaserCat and associated software and equipment at Washington State Penitentiary, Rainier School, Western State Hospital and Washington State Reformatory, and train staff for effective utilization of the resource.
Year 2 Activities	Install LaserCat and associated software and equipment at Fircrest School, Clallam Bay Correction Center, McNeil Island Correction Center and Purdy Corrections Center for Women and train staff for effective utilization of the resource.
Year 3 Activities	Install LaserCat and associated software and equipment at Lakeland Village, Twin Rivers Corrections Center and Yakima Valley School and train staff for effective utilization of the resource.
Year 4 Activities	Install LaserCat and associated software and equipment at the Special Offender Center and Washington State Penitentiary/ Medium Security site and train staff for effective utilization of the resource.
Year 5 Activities	Evaluate remaining or new ILS service sites to determine potential for installing LaserCat and associated software and equipment, and where appropriate, complete installations and training.

2. To establish effective delivery systems interconnecting the twelve major ILS branch libraries and the Central Library.

Year 1-2 Objectives	To establish a ground courier system.
Year 1 Activities	Evaluate a minimum of three delivery systems for transporting equipment in terms of cost, speed of delivery, and ability to transport bulky equipment to all ILS sites.
Year 2 Activities	Implement the selected delivery system.
Year 3-5 Objectives	To establish an electronic delivery system(s).
Year 3-5 Activities	Select, purchase and install telefacsimile equipment in three ILS branch libraries per year, coordinating as needed with Department of Corrections, Department of Social and Health Services, and Department of Veterans Affairs.
	Evaluate need for, and if appropriate, select and implement electronic mail capability for major ILS branch libraries.

3. To regularly participate in local resource sharing efforts in the ILS branch geographic areas.

Year 1 Objective	To establish WSL policy on ILS branch participation in local resource sharing activities.
Activities	Develop policy regarding ILS branch participation in resource sharing efforts in their geographic area, including participation in local online systems.
Year 2-5 Objectives	To establish ILS branch participation in local resource sharing activities.
Activities	Each year, a minimum of four ILS branches will participate in local resource sharing meetings on a regular basis.

4. To provide module collections of materials in appropriate formats and at appropriate reading levels for residents of each institution that meet 70% author, title, and subject fill rate.

Year 1 Objective	To establish baseline data on resident request fill rates.
Activities	Establish baseline data relating to author, title and subject request fill rates within ILS modules for resident requests. Determine and include in WSL Collection Development Policy the scope of each ILS branch collection based on a 0-5 scale taking into account the strengths of the systemwide collection and needs of each branch site.
Year 2-5 Objectives	To review resident request fill rates.
Activities	Annually reevaluate fill rate for resident requests from module collections. Increase number of author, title and subject requests that are filled from module collections by at least 2% per year to reach a 70% fill rate.

5. To increase by 3% the residents reached by programming which supports the institution's recreational, developmental, therapeutic, educational and/or rehabilitation programs.

Annual Objectives	To increase by .5% to .75% the residents reached by programming.
Year 1-2 Activities	Identify existing materials and staff that can be shared throughout the system in order to improve and extend the number of programming activities.
	Select and purchase approximately 250 titles/items that would improve and extend programming activities based on ILS systemwide plan for library programming activities and collection.
	Develop and implement a plan for each module which will result in a systemwide increase of 3% of attendance at library programs during the five year period.
Year 3 Activities	Produce and distribute a catalog of specialized programming materials available to ILS branches.

6. To increase by 50% ILS ability to meet established standards for hours open and staffing levels.

   Year 1 Objective — To secure funds for a 25% increase in ILS ability to meet standards for hours and staffing levels.

   Activities — Establish baseline data and then prioritize within WSL system those institutions which should first meet state or national standards for hours open and staffing levels.

   Submit requests for funding to 1989 legislature which will meet 25% of established need.

   Year 3 Objective — To secure funds for a 25% increase in ILS ability to meet standards for hours and staffing levels.

   Activities — Submit requests for funding to 1991 legislature which will meet 25% of established need.

7. To provide deposit collections and/or regular outreach services to 50% of closed units in ILS branch libraries.

   Year 1 Objective — To secure funds for a 25% increase in ILS ability to provide service to closed units in ILS branches.

   Activities — Establish baseline data and determine staffing and materials requirements to meet objective.

   Submit requests for funding to 1989 legislature which will meet 25% of established need.

   Year 3 Objective — To secure funds for a 25% increase in ILS ability to provide service to closed units in ILS branches.

   Activities — Submit request for funding to 1991 legislature which will meet 25% of established need.

8. To involve 90% of ILS personnel in continuing education/staff development a minimum of two times per year in development/training activities that will support reference, research, interlibrary loan and programming services.

   Annual Objectives — To involve 90% of ILS personnel in a minimum of two continuing education/staff development activities.

   Activities — Develop annual ILS training plan, based on the Annual Individualized Training Plans completed by ILS personnel and systemwide needs for expertise.

   Provide for at least one ILS staff member to participate in a job exchange/sampling opportunity within the WSL system or in other appropriate libraries.

9. To maintain regular communications with the Departments of Corrections, Veterans Affairs, and Social and Health Services at management and/or mid-management levels.

Annual Objectives — To maintain regular communications with Departments of Corrections, Veterans Affairs, and Social and Health Services at management and/or mid-management levels.

Activities — Regularly report status of library plans and activities to each of the three state agencies in which WSL provides institutional resident library services; report module activities to the appropriate institution superintendents.

ILS Program Manager, and/or other ILS or WSL management personnel meet at least ten times per year with institution superintendents, associate superintendents and/or Departments of Correction, Veterans Affairs, and Social and Health Services Central Office management staff.

10. To develop written policies and/or agreements on freedom of access acceptable to both WSL and the state agencies that manage residential institutions, including procedures for dealing with disagreements.

Year 1-3
Objectives — To develop freedom of access policies with each of the three state agencies.

Year 1
Activities — Complete negotiations with Department of Corrections for policy statement.

Year 2
Activities — Negotiate agreement with Department of Veteran's Affairs.

Year 3
Activities — Negotiate agreement(s) with Department of Social and Health Services, and/or as appropriate with the individual divisions of mental health, developmental disabilities and juvenile rehabilitation.

Year 2-5
Objectives — To maintain freedom of access policies with each agency.

Year 2-5
Activities — Review negotiated agreements annually.

11. To provide 100% of new/incoming residents in adult corrections and mental health institutions with information about library services in their institution in a format and at a level understandable and useful to the resident.

Annual Objectives — To provide 100% of new/incoming residents in adult corrections and mental health institutions with information about library services in their institution in a format and at a level understandable and useful to the resident.

Year 1
Activities — Develop and print an ILS information packet that can be individualized for each audience and ILS institution service.

Year 2-3
Activities — Identify target audiences for and the content of a video and/or slide tape presentation(s) concerning ILS library services. Produce appropriate presentations.

Year 4-5
Activities — Produce Spanish version of ILS information, and where appropriate, produce other language versions of ILS information.

12. To provide 75% of institution staff with information and/or training about library materials and resources so they can effectively assist and encourage resident use of library services and resources.

Annual Objectives: To provide 15% of institution staff with information and/or training about library materials and resources so they can effectively assist and encourage resident use of library services and resources.

Year 1
Activities: Develop and print an ILS information packet that can be individualized for each resident audience and for each institution.

Year 2-3
Activities: Develop and produce a video presentation about ILS resident library services and resources geared to a target audience of institution staff who work directly with residents.

Annual
Activities: Provide one workshop and/or printed guide on effective use of resident library materials and resources targeted to a specific group of institution staff who work directly with residents.

13. To provide at least two publications per module per year to inform institution residents and/or staff about library materials and services for residents.

Annual Objectives: To provide at least two publications per module per year to inform institution residents and/or staff about library materials and services for residents.

Activities: Publish IN TOUCH on a monthly basis for use by all institutions. Develop and publish appropriate materials within each module at least twice per year.

Audience/Activity

Public Library Construction (Title II)

Context

During April of 1988, LPDD surveyed seventy public libraries in Washington to develop a profile of public library facilities in the state. Survey results reveal the inadequacies of public library facilities in Washington. Approximately 41% of these facilities are 28 years old or older. At least 36% are not handicapped-accessible buildings. Twenty percent indicated a serious need for energy conservation remodeling; identified expenses of $1,036,080 only partially address this need. At least 41% of the respondents indicated that there will be need for new buildings or major remodeling projects during 1989-1993. Available estimated cost predictions for a fraction of this construction exceed $45,721,300. Detailed survey results follow.

Of seventy libraries surveyed, 61 (87.1%) responded to the survey. (Of the nine (12.8%) public libraries who did not respond, three (4.2%) are multiple facility systems and six (8.5%) are single facility institutions.) Out of the 61 respondents, twenty (32.7%) represent multiple facility systems and 41 (67.2%) represent single facility institutions. Because LPDD wanted information on every public library facility in Washington, respondents were asked to fill out a survey for each facility, such as, service centers, branches, community libraries. (LPDD requested no surveys filled out for deposit collections, mobile library and outreach stops, and mobile libraries.) Because the multiple facility systems filled out more than one survey, information was collected on 221 public library facilities.

Out of the 221 facilities represented, eighty or (36.1%) share buildings with other agencies or organizations, such as, fire stations, museums, community centers, or city halls. The remaining 134 libraries (60.6%) are in their own buildings. (Seven (3.1%) did not respond to this question.)

Survey results show that ninety (40.7%) of these library facilities were built before 1960 (pre-1900 to 1959). Ninety-three (42%) were built 1960-1988. Seventeen percent of the respondents (38 facilities) did not indicate the year the facility was initially constructed. Many of these structures are not accessible to the physically disabled. Limited by the technology available during the era in which they were constructed, inadequate energy conservation measures and possible asbestos hazards are problems within these buildings. Also, because of population increases and changes in technology and services needed, there will be demand for library facilities to undergo major remodeling or to be replaced with new buildings during 1989-1993.

The survey indicates that 35.7% of 221 facilities do not comply with Washington State Regulations for Barrier-Free Facilities. Another 15.3% of the respondents were unsure if their facility complied with the regulations. Entrances, rest rooms, and parking were most frequently indicated as problem areas. Out of the 35.7% that indicated noncompliance, 21 respondents gave estimates of what it might cost to bring the facility into compliance, estimates totaling $279,065. But, this figure does not include the other 55 respondents who were unable to provide an estimate.

Twenty percent indicated a need for major energy conservation remodeling. Within this group, 46 estimated the cost of the necessary energy conservation measures, an estimate which totals $1,036,080. However, costs estimates for needed energy conservation remodeling were not available from the other 35 (76%). The $1,036,080 only represents the needs of 23% of the group.

Survey results demonstrate the need for new public library buildings and major remodeling of public library facilities in Washington. During 1988, 10.4% of the respondents will be involved in some phase of a project involving a new building. Another 12.2% will be involved in some phase of major remodeling. Of those who indicated a need for a new building, only 34.7% could give a project cost estimate, but those estimates totaled $4,311,937. Of those who need major remodeling, only 33.3% could provide a project cost estimate, those estimates totaled $1,671,426.

Survey results express even greater needs for public library construction during 1989-1993. Predictions are that new facilities will be needed for 21.7% of the 221 facilities, and another 19.9% will need major remodeling during this period. Only 39.5% of those needing new facilities could provide project cost estimates, but these estimates total $36,269,300. The cost estimates available for major remodeling totals $9,452,000, but this total comes from only one quarter of those who indicated need in this area.

Interest in improving public library facilities in Washington is high. Of 61 public libraries surveyed, 40.9% indicated personnel from the library would be interested in attending a workshop on writing LSCA Title II grant proposals. Another 32.7% respondents were unsure about attending. (26.2% were not interested.)

Since 1985, when Congress again provided regular appropriations for Title II, the Washington State Library has only been able to fund an average of four construction projects a year.

Goal

To assist public libraries to more fully realize their potential for service through the construction of adequate library facilities.

Five-Year Objective

To assist a minimum of 15 public libraries with construction projects.

Annual Objectives and Activities for each Five-Year Objective.

To assist a minimum of 15 libraries with construction projects.

Annual Objective — To assist with 3 to 5 public library construction projects.

Activity* — Granting.

*See brief definitions of LPDD activities on page 47.

Library Planning and Development Division
ACTIVITY DEFINITIONS

Communications:

Through agency publications, the Library Planning and Development Division (LPDD) provides a forum and a clearinghouse for the collection, coordination, interpretation and communication of information, including statistics, on statewide, regional and national library planning and development issues.

Consulting:

Consulting services are provided statewide by LPDD to local agencies, librarians, library trustees, government officials and others on the establishment, operation and improvement of libraries. LPDD consultants provide information and guidance by phone, site visits and correspondence on questions in all areas of library science, including policy, procedure, law, equipment, materials, programs, services, personnel and buildings.

Continuing Education:

Continuing Education is planned learning experiences used by individuals following preparatory education necessary for obtaining their job in a library. Continuing education activities may be at three levels: awareness, skill development, and transfer learning. Continuing education activities should address individual needs focusing on skill development and learning transfer to the job in order to ensure improvement in work performance. The result should be improved quality services to the library's clientele.

LPDD provides continuing education, as defined above, for library personnel in one of two ways. In some cases, LPDD staff directly provide learning opportunities to targeted audiences in the State. In other cases, continuing education events are brokered out to various organizations.

Granting:

The grants program, administered by LPDD, includes coordination of the application process and criteria, monitoring of the subgrantee projects, and reporting. Annual and special competitive grant cycles exist for public library programming and services, public library construction, and multi-type library cooperation. The granting activity contains a strong consulting component and relies heavily on agency communications to assist in dissemination of project results.

Special Projects:

Special projects are designed, developed and implemented by LPDD in response to assessed needs of the library community. These projects are short-term activities which demonstrate or present innovative or exemplary library services on statewide basis. Special projects focus on the development of library services in all parts of the state.